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S.I.
0714-03



PATENT
Attorney Docket No. 00-4064

CERTIFICATE OF MAILING UNDER 37 CFR § 1.8(a)

I hereby certify that this Information Disclosure Statement and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date, 7/1/03, with sufficient postage as first class mail/priority mail addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

Mary E. Anza
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE **RECEIVED**

In Re. Application of: Joshua Bers et al. Customer No.: 32127 JUL 09 2003
Serial No.: 09/845,486 Group Art Unit: 2681 Technology Center 2600
Filed: 4/30/01 Examiner: Unassigned
Title: SYSTEMS AND METHODS FOR PROVIDING AUDIO INFORMATION TO SERVICE AGENTS
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450
Sir:

INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. § 1.97(b)

Pursuant to 37 C.F.R. §§ 1.56 and 1.97(b), applicant brings to the attention of the Examiner the documents listed on the attached PTO 1449. Copies of the available documents are attached.

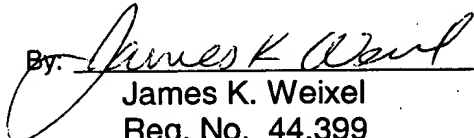
This submission does not represent that a search has been made or that no better art exists and does not constitute an admission that each or all of the listed documents are material or constitute "prior art." If the Examiner applies any of the documents as prior art against any claim in the application and applicant determines that the cited documents do not constitute "prior art" under United States law, applicant

reserves the right to present to the office the relevant facts and law regarding the appropriate status of such documents.

Applicant further reserves the right to take appropriate action to establish the patentability of the disclosed invention over the listed documents, should one or more of the documents be applied against the claims of the present application.

This Information Disclosure Statement is being filed before receipt of a first Office Action on the merits for the above-referenced application. Should a first action on the merits have been issued on the same day or before this Information Disclosure Statement is filed, please accept this Information Disclosure Statement under Rule 97(c) and charge the requisite Rule 1.17(p) fee to our Deposit Account No. 07-2339 and proceed to consider this Information Disclosure Statement.

Respectfully submitted,

By: 
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Reg. No. 44,399

Date: 6/30/2003

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